

# GOH Boon Nam



## Head, Digital Academy Services

✉ [issgbn@nus.edu.sg](mailto:issgbn@nus.edu.sg)

## Profile

Boon Nam has over 25 years of management experience in IT, holding management portfolios in IT planning, architecture, governance, quality and process improvement, application development, operations, human resource development, financial management and outsourcing. He has also developed and implemented various IT management processes. At NUS-ISS, he had overseen the Digital Agility practice (i.e. practice for organisational/ business agility enabled by technology, people and processes), as well as overseen the practices of Business Analysis and IT Service Management – including also teaching/ consultancy and applied research in these areas. In addition, he also teaches and consults on enterprise architecture and digital leadership. He has been certified as a Scaled Agile Framework Consultant and IT Service Management Expert. He has also been certified in Governance of Enterprise IT and TOGAF Enterprise Architecture. He is currently Head of Digital Academy Services and manages the services that NUS-ISS provides to corporate customers to run their corporate academies.

## Educational Qualifications/Professional Certifications

- Certified SAFe 4 (Scaled Agile Framework v4) Program Consultant, 2020
- ICAgile Certified Professional - Agile Coaching (ICP-ACC), 2019
- Certified Business Analysis Professional, 2013
- AIIM BPM Master, 2010
- Certified in Governance of Enterprise IT, 2008
- TOGAF Certified (Enterprise Architect), 2008
- ITIL® Expert (IT Service Management), 2008
- Certification in IT Project Management (Senior), 2007
- Chartered IT Professional, 1993

- B.Sc (Building); National University of Singapore, 1985

*ITIL® is a registered trade mark of the AXELOS Limited.*

## Academic and Professional Experience

- Chief, Digital Agility Practice, National University of Singapore, 2018 - Present.
- Chief, IT Service Management Practice, National University of Singapore, 2015 - 2017.
- Chief, New Initiatives and Strategic Planning, National University of Singapore, January 2008 - 2015.
- \*Director, Business Information Systems Dept 1, Housing & Development Board, 2006 - 2008.
- \*Director, IT Operations Dept, Housing & Development Board, 2003 - 2006.
- Head, Estate Services Systems Unit, Housing & Development Board, 1999 - 2003.
- Assistant Director, Housing Division, Ministry of National Development, 1996 - 1999 (secondment).
- Head, Financial & Accounting Systems, Housing & Development Board, 1994 - 1996.
- Team Leader, Database Development Unit, Housing & Development Board, 1991 - 1994.
- Systems Analyst/Programmer, Financial & Accounting Systems, Housing & Development Board, 1988 - 1991.
- Contracts Officer, Contracts & Admin Dept, Housing & Development Board, 1985 - 1988.

(\*Mapping to current HDB appointment titles)

## Membership and Professional Activities

- British Computer Society – Member and Chartered IT Professional
- Singapore Computer Society – Senior Member
- ISACA – Member

## Research Interests

- Digital Agility
- Enterprise Architecture
- Business Analysis & Process Improvement

## Courses

- Large Scale Scrum (Course Manager)
- DevOps Foundation with BizOps (Course Manager)
- Systems Thinking and Root Cause Analysis (Course Manager)

## What I Teach

**Operations Management Essentials for Application Services**

**User Project Manager for IT Project ☐ Advanced Course**

**IT Quality Management - Basic**

**DIGITAL STRATEGY & LEADERSHIP**

**Professional Certificate in Digital Agility & Change Leadership**

**User Application System Management – Development Lifecycle**

**DIGITAL STRATEGY & LEADERSHIP**

**Professional Certificate in Managing Digitalisation Complexity**

[!\[\]\(4fe57c3593bf1b21d272ae7ac8dfaf77\_img.jpg\) Go Back to Our Team](#)

[NUS-ISS](#) / [About Us](#) / [Staff](#)

© National University of Singapore. All Rights Reserved.

[Legal](#) • [Branding Guidelines](#) • [Contact Us](#) • [Getting to ISS](#)